



Microair Avionics Pty Ltd
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Queensland 4670 Australia

Phone: +61 7 4155 3048
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Email: repair@microair.com.au
Web: www.microair.com.au

Dear Microair Customer (International Only),

If you have a Microair Transceiver which needs to be returned to the manufacturer for repair please follow these instructions very carefully.

All International goods must be accompanied with a Commercial Invoice, this is a requirement from Customs, (a copy of which follows).

Microair's warranty is "return to base" therefore the cost of returning goods to our factory is the responsibility of you, "the sender".

If the goods you return are covered under warranty, the cost of repair and freight back to you, are covered by Microair. Goods not covered under our warranty terms will need to have the repair and freight costs paid prior to them leaving our factory.

The most cost effective way to send your goods to Australia is by Express Courier International (ECI) from your local post office. This facility has a tracking function. If you wish to insure your goods you will incur an extra charge on top of your regular postage. Please note that when returning goods via the Post if a value of more than AU\$1000 (US\$500.00) is entered you will incur a customs fee. If you put less than AU\$1,000.00 (US\$500.00) it should pass through customs, however you will only be covered for this amount on your insurance!

Please note that if you send your goods back via a courier ie: FedEx, DHL, UPS you will incur a customs/handling charge (minimum AU\$50). Please be wary of these charges. Should Microair be charged any Customs / Courier fees on your behalf we will include these charges on your invoice.

When completing the freight docket please ensure that the insured/declared/customs value is the same as the value noted on the Commercial Invoice. Please ensure the "Bill Sender" box on the freight docket has been ticked.

When returning your goods for repair, please enclose a Customer Fault Information Sheet. This sheet can be found on the website and will assist our technicians with your repair and speed up the return of your goods. Please advise your return address for goods along with all of your contact details including an email address if applicable.

Regards,

Service Team
Microair Avionics Pty Ltd

COMMERCIAL INVOICE

AIRCRAFT PARTS

Date: _____

To: Microair Avionics Pty Ltd
PO Box 5532
Airport Drive
Bundaberg QLD 4670
AUSTRALIA

Ph: +61 7 4155 3048
Fax: +61 7 4155 3049

1 x Microair M760 Transceiver Serial Number _____

**Goods being returned to country of origin for service repairs,
and will be re-exported.**

Price for customs purposes only; US \$ _____

Signature: _____

Customer Name: _____

Customer Phone number: _____ Fax number: _____

Customer Email address: _____

Return Address: _____
